

# FORMAL LETTER 5

You should look at the poster on the next page and study the information carefully to write your email.

The town council in your neighbourhood is looking for volunteers to help out at a Senior Citizen's Corner at the void deck of a block of flats. You would like to help out.

Send an email to the manager of the town council stating:

- two ways you would like to help out based on the information in the poster
- two suggestions you have for the Senior Citizen's Corner that are not stated in the poster
- why you feel you would be suitable as a volunteer

Write your letter in clear, accurate English and in a sincere and formal tone to express your enthusiasm for helping out at the Senior Citizen's Corner.

You should use your own words as much as possible.

## *A new Senior Citizen's Centre is coming up!*

Senior citizens living at George's Estate will soon be able to look forward to a new Senior Citizen's Centre that will be open daily from 8am-8pm.

Currently, we need volunteers to help out in the following areas:

### *Café*

Help to make drinks and simple sandwiches. Supplies for drinks will be replenished every week. Fresh ingredients for sandwiches will be delivered every day. The town council should be notified if supplies are low.

### *Kitchen*

Cook lunch and dinner every day. A menu will be provided and should be strictly adhered to. 1 chef and 2 assistants are needed.

### *General cleaning*

Cleaning of the area in the morning before it opens and after it closes at night. Volunteers do not have to be present during the day.

### *Activities Corner*

Help with various activities that will help to keep the elderly mentally and physically active. Board games, simple handicraft, reading, singing, etc. will be available for the senior citizens. Volunteers will ensure that those who spend their time at the centre will have a fruitful and enjoyable time.

### *Technology Corner*

Help those who wish to learn how to use the computer. Teach simple computer skills to enable them to surf the Internet. At least one volunteer must be around to ensure that troubleshooting can be done immediately should the need arise.

Working hours (for all jobs except general cleaning): 7.45am-2pm (1st shift), 2pm -8pm (2nd shift)

Dear Sir/Madam

I am pleased to learn that a new Senior Citizen's Centre would be set up in George's Estate and I would like to extend my services to help with the smooth running of the centre.

I would like to volunteer at the café. I often make simple sandwiches and drinks for my parents and siblings, so I am familiar with the task required of a volunteer at the café. I also look forward to taking charge of not only just the preparation of food but the **maintenance** of records with regards to food supplies. I am **conscientious** and thorough in my work and am confident of ensuring the success of the café.

I would also like to help out at the technology centre. I have a strong interest in computers and I am well versed in basic computer knowledge. Providing opportunities for computer use among the elderly is very important as they should remain **relevant** in today's technologically advanced society. Having thought my grandparents how to use the computer, I am certain that I will be able to **transmit** my computer knowledge to the elderly who use the computers at the centre. **Troubleshooting** is also my **forte**, so I am confident of being able to provide help should the need arise.

Even though there are computers at the centre where the elderly can learn to surf the Internet for information, there should also be a place for a library. Residents can be encouraged to donate books for the library. A **designated** reading area furnished with a sofa and cushions would encourage the elderly to read and remain mentally alert.

Some of the elderly are responsible for caring for their grandchildren. However, they too would enjoy spending time with their peers. A play area for young children would allow those who have to care for their grandchildren to also be able to enjoy the facilities at the centre and communicate with their peers.

My experience and interests coupled with my concern and enthusiasm for helping the elderly will make me a suitable volunteer at the centre. I would be able to take on two roles, working different shifts. I would be glad to attend any training required of volunteers if necessary.

I hope to be given the opportunity to contribute to the Senior Citizen's Centre at George's Estate and make a difference in the senior citizens' lives. I look forward to receiving a favourable reply.

Yours faithfully  
Brenda Lee (Ms)

### *Paragraph Topic*

#### **Paragraph 1**

Introduction: Purpose of the email

#### **Paragraph 2**

Volunteer at the cafe

#### **Paragraph 3**

Help out at the technology centre

#### **Paragraph 4**

Setting up of a library

#### **Paragraph 5**

Play area for young children

#### **Paragraph 6**

Qualities that make me a suitable volunteer

#### **Paragraph 7**

Conclusion: Restate the purpose of the email

### **Comments**

The writer justifies each of her points clearly. She also uses sufficient details in the form of descriptions of herself and knowledge of the requirements of the positions.

### **Vocabulary**

1. **maintenance:** to keep something in the state that it is in
2. **conscientious:** careful in work
3. **relevant:** related to the topic being discussed
4. **transmit:** to pass on something from one person to another
5. **troubleshooting:** finding the cause of problems in a computer
6. **forte:** something such as a skill or talent that someone has
7. **designated:** to be used or chosen for a particular purpose

### **Word Use**

There are several ways we can join similar ideas. In the letter, the writer uses 'coupled with'.

- My experience and interests coupled with my concern and enthusiasm for helping the elderly will make me a suitable volunteer at the centre.

Other phrases that can be used include 'together with', 'as well as', 'in addition to'.

- My experience and interests together with my concern and enthusiasm...
- My experience and interests as well as my concern and enthusiasm...
- In addition to my experience and interests, my concern and enthusiasm...